



# *O'ahu South Community Spouse Information Meeting*

*1 June 2011*



# Oahu South Spouse Information Meeting

## June 1, 2011 0900 Hrs.

### Agenda



**Installation Coordinator:** Mrs. Linda Keller

**Guest Briefers:** Roselina Stone – Customer Relations Management  
Vickie Olson- National Children's Study  
Aubrey Kiemnec- 4<sup>th</sup> of July

#### **Agency Reports:**

Crime Update (DES) –	Jesse Kaleikini 438-2230
ACS –	Michael Tanigawa 438-9285
ASYMCA –	Lise Peacock (Off-Island) 833-1185
Chapel –	CH Damon Onellion 833-6831
DFMWR Events –	Lauressa Reese 656-3324 mwrarmyhawaii.com
CYSS –	Debra Blanchard 656-0093
Fisher House –	Theresa Johnson 561-7423
Hui O' Wahine –	Nichole Roames 744-1238
Army Family Housing (Island Palm) –	Vickie Domingo 275-3803
PX Market –	Beatriz Diaz 843-1956
School Liaison Office -	Wayne Yoshino 655-9818
Red Cross –	Nadia Pinet-Hurt T AMC 433-6631
TAMC -	Patti Myers 433-6336
Tri-West –	Karl Kiyokawa 838-7219

**POCs:** Mr. Leighton Siu – [leighton.siu@us.army.mil](mailto:leighton.siu@us.army.mil) – 438-0864  
SSG Erik Iwai – [erik.iwai@us.army.mil](mailto:erik.iwai@us.army.mil) – 438-1098

***NEXT MEETING: August 3, 2011 – Hale Ikena***



# United States Army Garrison Hawaii

**USAGHI**

# USAG-Oahu Functions Transfer Update

## FUNCTION

## GAINING ORGANIZATION

## GAINING ORGANIZATION ADDRESS / CONTACT NUMBER

**POV RESALE LOT**

**DFMWR effective 1 Jan 11**

**Schofield Barracks - Auto Skills Center Duck Rd Bldg 910 Call 655-9368**

**AGENT CARDS - North**

**DHR effective 22 Feb 11**

**Schofield Barracks - 673 Ayers Ave Bldg 750 Rm 214  
By appointment only Call 655-4511 or 655-4510**

**AGENT CARDS - South**

**DHR effective 22 Feb 11**

**Fort Shafter - 217 Montgomery Dr Bldg S330 (Aloha Center) Rm 102  
By appointment only Call 438-8918 or 438-1652**

**FUNDRAISING REQUESTS**

**DFMWR effective 22 Feb 11**

**Wheeler Army Airfield - 350 Eastman Rd Bldg 547 Call 656-0088**

**RED HILL ELEMENTARY SCHOOL BUS  
PASSES**

**DFMWR effective 22 Feb 11**

**Ali'amanu Military Reservation - 1782 Bougainville Lp Bldg 1782 Rm  
B107C Call 833-5393**

**LIAISON TO NON-PROFIT  
ORGANIZATIONS**

**DFMWR effective 22 Feb 11**

**Wheeler Army Airfield - 350 Eastman Rd Bldg 547 Call 656-0083**

**SCHOOL RELATED ISSUES /  
MEDIATION / DISPUTE RESOLUTION**

**DFMWR effective 22 Feb 11**

**Schofield Barracks - 241 Hewitt St Bldg 1283 Call 655-9818 or 655-8326**

**FIELD USAGE REQUESTS**

**DPTMS effective 22 Feb 11**

**Wheeler Army Airfield – 742 Santos Dumont Ave Bldg 108 Rm 315  
Call 656-0220 656-0222 or 656-0223**

**HELICOPTER LANDING ZONE  
APPROVAL – FORT SHAFTER / FLATS**

**DPTMS effective 22 Feb 11**

**Wheeler Army Airfield - 742 Santos Dumont Ave Bldg 108 Rm 315  
Call 656-0220 656-0222 or 656-0223**

**CONTRACTOR LAY-DOWN  
SPACE MANAGEMENT OAHU SOUTH/NORTH**

**DPW effective 22 Feb 11**

**Wheeler Army Airfield – 572 Santos Dumont Ave Bldg 105 Call 656-3058**

**ON-POST HOUSING MEDIATION**

**DPW effective 22 Feb 11**

**Schofield Barracks - Residential Communities Initiative 215 Duck Rd Bldg  
950 Call 655-7394**

**BANNER DISPLAY REQUESTS - North**

**HQs, USAG-HI effective 31 Mar 11**

**Wheeler Army Airfield – 851 Wright Ave Bldg 106  
Call 656-1331 or 656-0610**

**CLASSIFIED AD POSTING REQUESTS  
SCHOFIELD BARRACKS PX AD BOARD**

**HQs, USAG-HI effective 31 Mar 11**

**Wheeler Army Airfield – 851 Wright Ave Bldg 106  
Call 656-1331 or 656-0610**

**POST POLICE PROGRAM**

**HQs, USAG-HI effective 31 Mar 11**

**Wheeler Army Airfield – 851 Wright Ave Bldg 106  
Call 656-9930**

**RESERVE PARKING PROGRAM**

**DES effective 31 Mar 11**

**Wheeler Army Airfield - 742 Santos Dumont Ave Bldg 108 Rm 307  
Call 656-5398**





# Customer Relations Management



# CUSTOMER RELATIONS MANAGEMENT (CRM)

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***Rosey T.J. Stone***  
***Customer Relations Specialist, PAIO***  
**655-9033**

e-mail: [usaghi.cms@us.army.mil](mailto:usaghi.cms@us.army.mil)

***Installation Action Council (IAC) – 27 Jun 11 @ 1330,  
Post Conference Room, Schofield Bks – to submit an  
issue go to the Customer Management Services link @***

***<http://www.garrison.hawaii.army.mil/sites/directorates/customer.asp>***

***Interactive Customer Evaluation (ICE) - Tell us what you  
think:***

***<http://ice.disa.mil>***



# 4<sup>th</sup> of July Celebration



## Activities

- \* 5K / Children's 1M Run
- \* Military Working Dog Demo
- \* Skydive Hawaii (Parachute Jump)
- \* Fireworks
- \* Entertainment:
  - Nesian N.I.N.E.
  - Rebel Souljahz
  - Flux Capacitor
  - Natural Vibrations
  - Home Front Brass Band

## How to become involved!

- Picnic Sites - 1 Jun, Bldg 572 (2<sup>nd</sup> floor)
- FRG fundraising lottery, 1000, 7 Jun, Bldg 572 (1<sup>st</sup> floor)
- Craft Vendor applications due 20Jun, A&C (655-9042)
- Info: 655-0111

Security info & complete schedule:  
[himwr.com](http://himwr.com)



HAWAII



# Come Celebrate



**40<sup>th</sup> Annual**  
**4TH OF JULY SPECTACULAR**  
2011  
SCHOFIELD BARRACKS, HAWAII

**Rides ★ Games ★ Food ★ Live Entertainment ★  
Arts / Crafts Bazaar ★ Fireworks ★ and Much more**



[hirmwr.com](http://hirmwr.com)



# Department of Emergency Services

***Mr. Jesse Kaleikini - Operations Officer, Ft Shafter Police Station***  
***Phone: 438-2230***



# **DIRECTORATE OF EMERGENCY SERVICES (DES)**

**JESSE K . KALEIKINI**  
**DES**  
**FT. SHAFTER PMO**  
**OPERATIONS OFFICER**

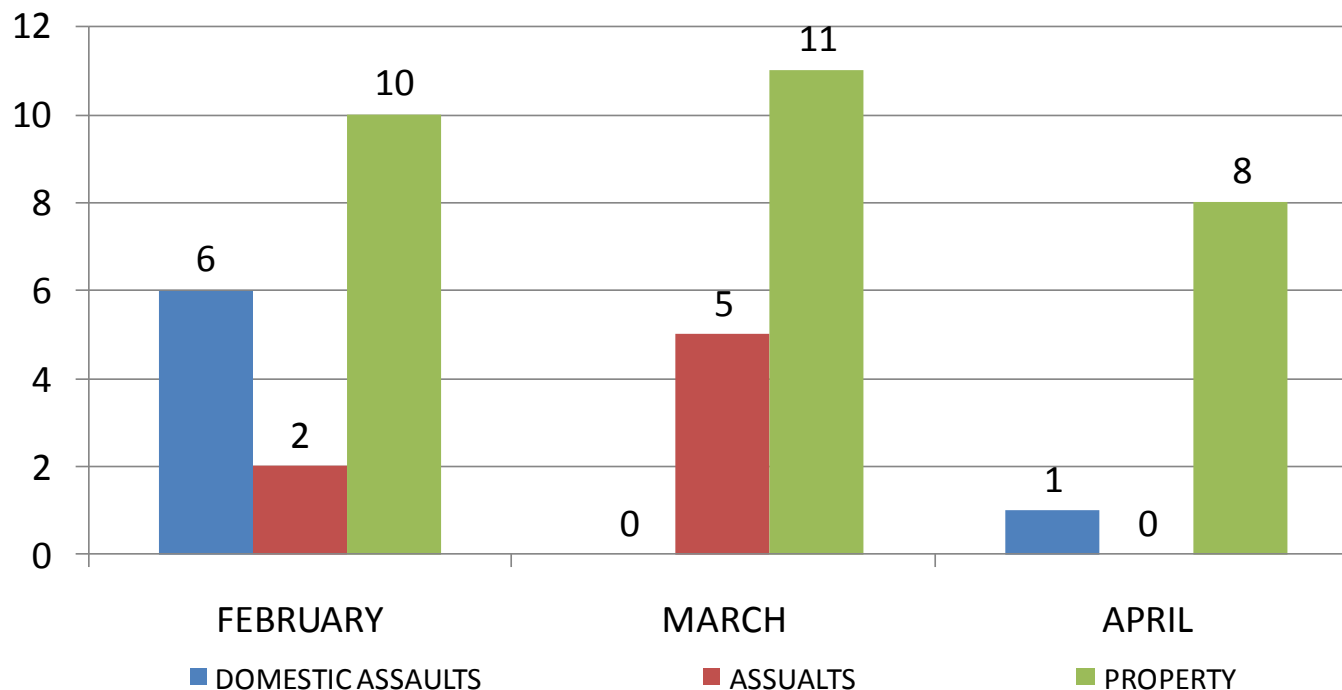


# Area South Prime Issues

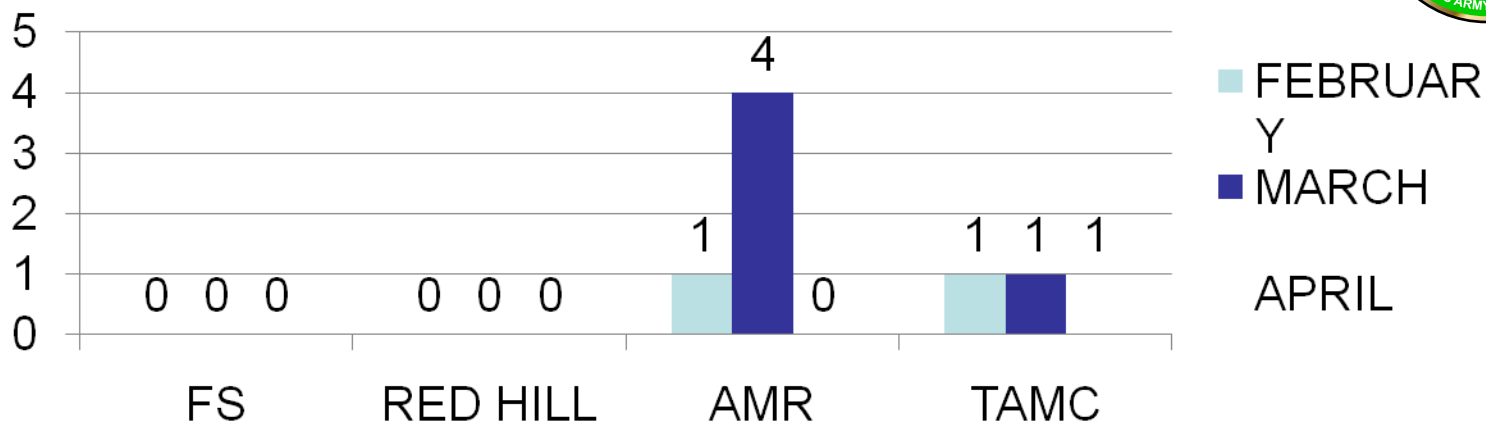
- Property and Assaults Statistical Trend.
- Assaults and Property Crimes by area.
- DUI's on Post and off POST.
- Indicators of Terrorist Behavior.



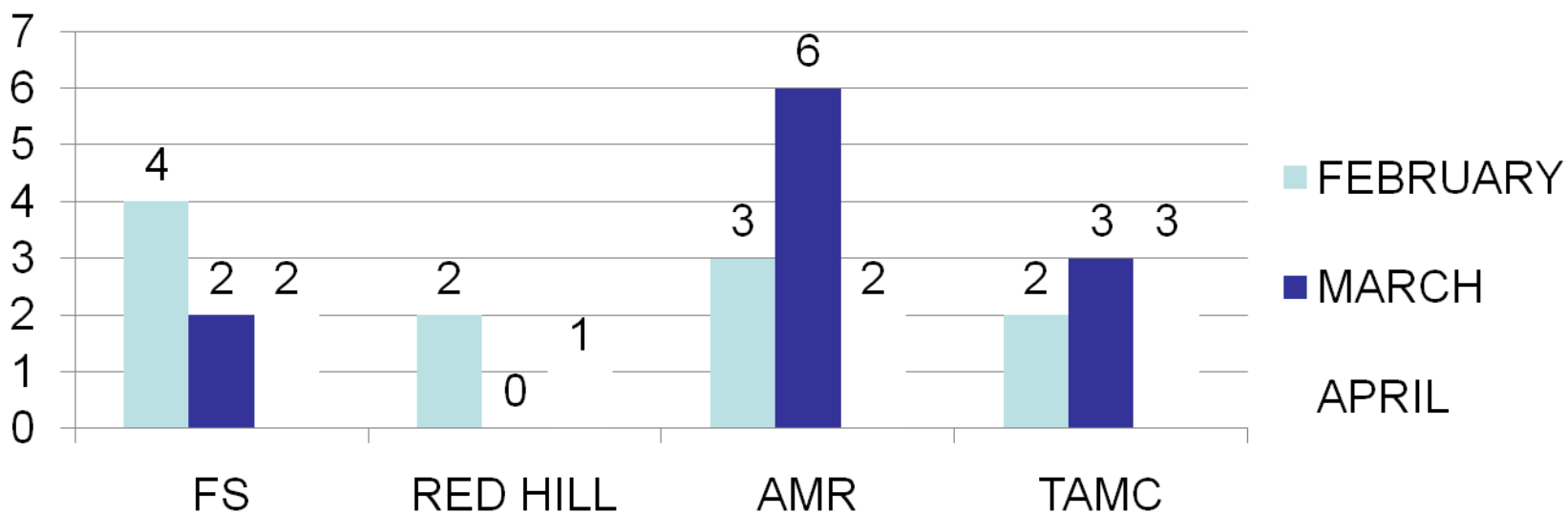
# PROPERTY AND ASSAULTS TREND



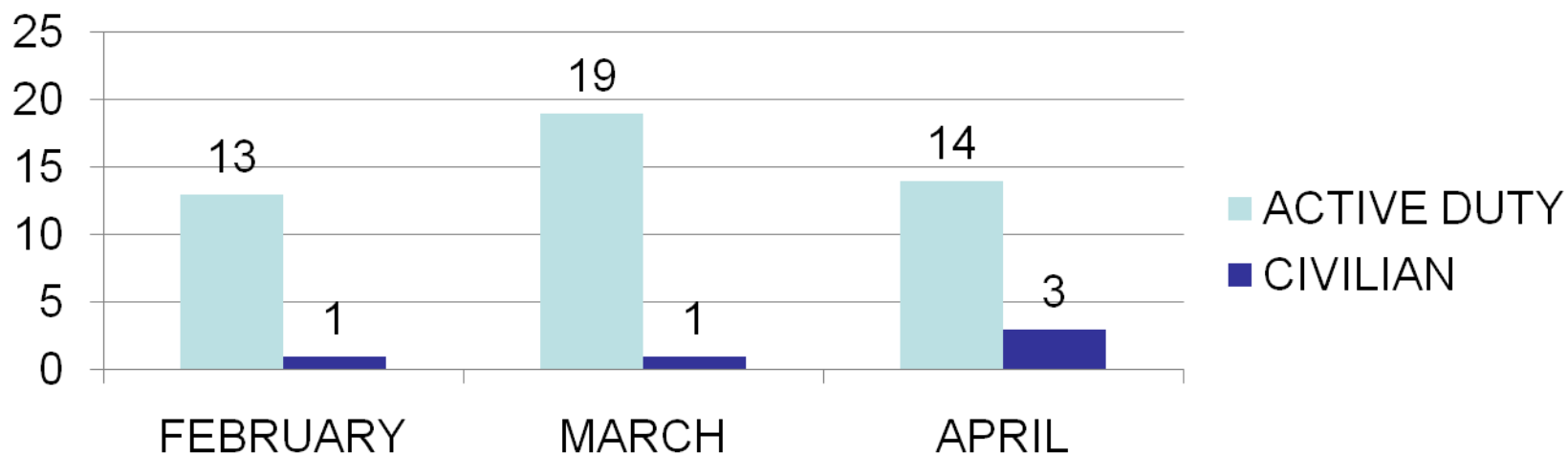
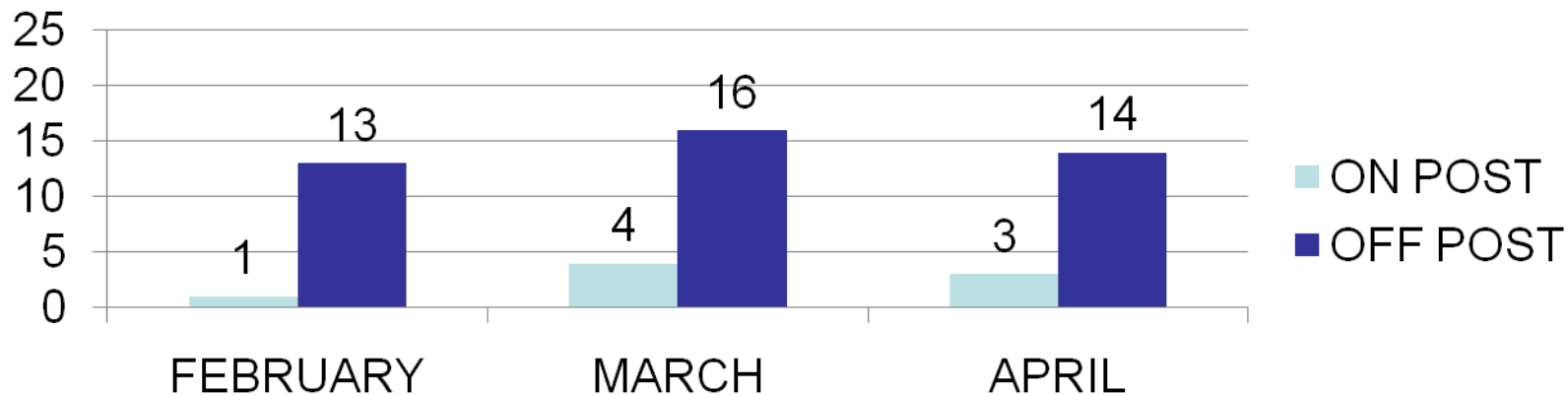
## ASSAULTS



## PROPERTY CRIME



# DUI's





# Indicators of Terrorist Behavior

**Advocating violence, the threat of violence, or the use of force to achieve goals that are political, religious, or ideological in nature.**

**Advocating support for international terrorist organizations or objectives.**

**Providing financial or other material support to a terrorist organization or to someone suspected of being a terrorist.**

**Repeated expressions of hatred and intolerance of American society, culture, government, or the principles of the U.S. Constitution.**

**Expressing an obligation to engage in violence in the support of international terrorism or inciting others to do the same.**

**iWATCH**

**SEE SOMETHING SAY SOMETHING**

**REPORT SUSPICIOUS ACTIVITY**

**Call Military Police or Local Law Enforcement.**



# Universal Areas of Concern



- UNSECURED property
  - LOCK your vehicle and your residence, over 50% of the Larcenies are property that is not secured
- Whenever there is an incident (hit and run, suspicious vehicle, etc.), get vehicle plate #! This will help the Police tremendously in solving crimes.
- Unauthorized Solicitation – Report it!!!
- Juvenile Misbehavior – Report it!!!



# Program to Strengthen our Community



\* Anonymous Crime Tip Program:

[www.militarycrimetips.com](http://www.militarycrimetips.com)

~ Is yielding valuable information. We strongly encourage the community to use this convenient reporting tool.



# Conclusion

- Be active in your Community
- Don't Spread Rumors
  - Contact DES Operations at 656-6750, we can give you the most accurate information
- AO South Deputy Police Chief
  - Antonio Williams 438-8012
  - Police Desk 438-7114

**EMERGENCY**  
**DIAL 9-1-1**



# Neighborhood Watch Program USAG-HI -DES



## A/O South Time Lines



UNCLASSIFIED  
1 of 1





# EW NEIGHBORHOOD WATCH COMMUNITY PROGRAM



Call the Police Desk 438-7114



# Army Community Services

***Lis Olsen – ACS Outreach Director 438-4499***



# Army Community Service (ACS)



- **Newcomer Orientation**: Second Thursday, 9 June, 0830-1030
- **Island Tour**: Third Saturday leaving FS Flats, June 18
- **SOS News**:
  - Survivor Support Meeting, 14 June, 1730-1930
  - Friday with Friends “Scrapbooking Memories”, 10 & 24 June, 9-noon
  - Buddy Bowling, 21 June, 1700-2000, FS Bowling Center
- **WIC and ASYMCA**: Tuesdays at ACS Aloha Center
- **Blue Star Card**: Families of Deployed Soldiers
- **MFLC Counseling**: Available in all south side communities

Michael Tanigawa #438-9285



# ASYMCA

**ASYMCA – Lise Peacock 833-1185**

# Armed Services YMCA

Phone 833-1185

Email: [asymcaamr@aol.com](mailto:asymcaamr@aol.com)

- The ASYMCA AMR Branch now offers Parent Participation Preschool on Tuesdays and Thursdays from 9:00am to 11:00am and a second session from 11:30am to 1:30pm. This program provides a structured pre-K program for the parents and kids to learn together. The ASYMCA teacher will facilitate the program and the parents are responsible for helping their child at each center and outside. The cost is \$40 per child per month. Call 833-1185 for more information and to reserve a space!
- We offer two types of childbirth classes : Childbirth Prep taught by Joan-e Rapine – a weekend course offered once a month at the ASYMCA for \$80 per couple. The Bradley Method taught by Amanda Mercado – a 12 week course (one 2-hr class per week) for \$300 per couple. Call 833-1185 for more information, dates, and to register.
- Playmorning is held at the ASYMCA Branch at AMR Monday, Wednesday and Friday from 9:30am to 11:00am . Cost is \$2 per child per session. We also offer Playmorning at various community centers in military housing. Call 833-1185 from more information..
- Music and movement classes are held at the AMR Community Center on Thursdays 9:00 a.m. to 10:00 am – for kids from 1½ to 5 years old s 9:00am to 10:00am Cost is \$4 per child per class.
- Food for Families is available at the ASYMCA AMR Branch for families facing financial difficulties. We have various canned goods, some frozen products, and diapers, etc. Families must fill out a registration form and bring a current LES.



# Chapel

**Chapel 833-2691**

## South Community Religious Support





# South Community Chapels

AMR Chapel 0900-1630 M-F

833-6831

## **Service times at AMR Chapel**

Catholic – 8:30 am

CCD (Catholic Religious Education) – 9:45 am

Contemporary Protestant – 10:30 am

Gospel Protestant – 12:30 pm

## **Service times at Fort DeRussy Chapel**

Catholic—Saturday at 5:00 pm

Protestant—Sunday at 9:00 am

**Vacation Bible School—AMR Chapel, 20-24 June 2011, 9:00-11:45 am**

## **Winter/Spring Programs at AMR Chapel**

PWOC (Protestant Women of the Chapel) – Each Tuesday-9:00 am

Family Night and Club Beyond— Each Tuesday -5:30 pm

MCCW (Military Council of Catholic Women) – Each Thursday-9:00 am





# Family, Morale, Welfare and Recreation

**MWR – Lauresse Reese 656-3319**

**For more information: [mwrarmyhawaii.com](http://mwrarmyhawaii.com)**



# Create a Father's Day Card @ AMR Library



© wondercliparts.com

2 June 2011  
1530 – 1700



© wondercliparts.com



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# **ARMY BIRTHDAY GOLF TOURNAMENT**

*Happy 236th Birthday!*

**3 June 2011**

**Leilehua Golf Course**

**Noon Shotgun Start**

**For more information please call 655-4653**



**HAWAII**



IMCOM  
SOLDIERS • FAMILIES • CIVILIANS



# Deep Sea Fishing Class



➤ 7 June

➤ 1730 – 1930

➤ Call Outdoor Recreation at  
655-0143 to register



HAWAII



# Summer Jr. Golf Program

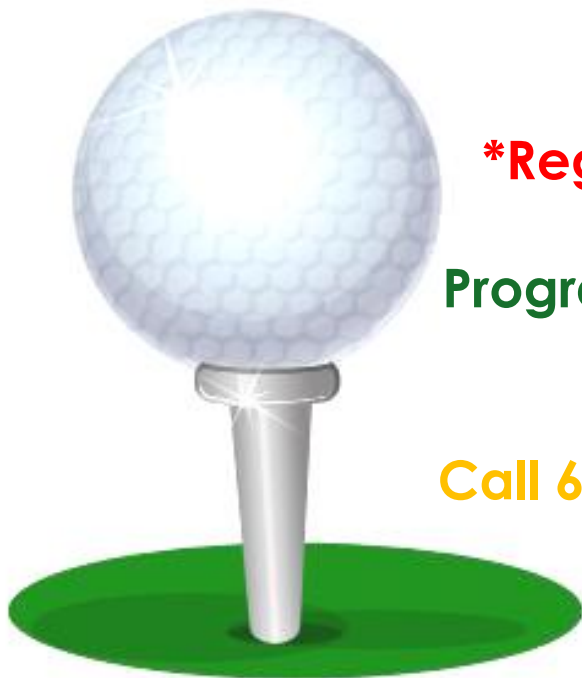


Register your child today at  
Schofield Barracks or AMR Parent  
Central Services

**\*Registration Deadline is 8 June**

Program runs from 13 June – 1 July  
1200 -1300

Call 655-0445 or 655-4653 for more  
information!



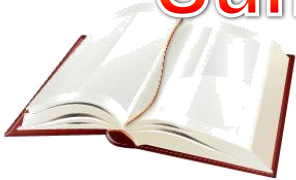
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# Summer Reading @ Fort Shafter Library



Bubble Show  
Ronald McDonald  
Balloon Monsoon  
Rainbow Pigeons  
Bungie the Clown

14 June  
21 June  
28 June  
5 July  
12 July



HAWAII

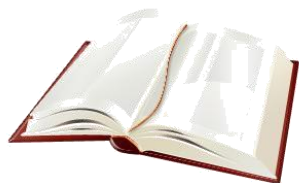




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# Summer Reading @ AMR Library



Bubble Show  
Ronald McDonald  
Balloon Monsoon  
Rainbow Pigeons  
Bungie the Clown

16 June  
23 June  
30 June  
7 July  
14 July



HAWAII



# Father's Day Bowling



**Join dad for a game of bowling  
19 June @ 1000**

**For more information call:  
Call 655-0573 (SB)  
Call 438-6733 (FS)**



**HAWAII**



# Mini Flag Football



Registration Begins 21 June – 12 July



Register at SB or AMR Parent Central Services



Children Born 2006-2007 are eligible



Cost is \$15



Call 655-6565 (SB) or 836-1923 (AMR) for more information!



# Come Celebrate

**40<sup>th</sup> Annual**

**4TH OF JULY SPECTACULAR**

**2011**

SCHOFIELD BARRACKS, HAWAII

**Rides ★ Games ★ Food ★ Live Entertainment ★  
Arts / Crafts Bazaar ★ Fireworks ★ and Much more**

[hirmwr.com](http://hirmwr.com)



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# Blue Star Card Special Events & Activities

## *for Families of Deployed Soldiers*



**June 1 – Create-a-Card: SGT Yano Library**

**June 2 – Create-a-Card: AMR Library**

**June 3 – Journey Concert: Separate Ways @ Tropics**

**June 7 – Summer Nights at the Aquarium: Waikiki Aquarium**

**June 28 – Big R: Bowling: Schofield Barracks Bowling Center**



**Top Left: Eddie @ Redeployment Ceremony**

**Top Right: Child @ Create-a-Card**

**Bottom: BSC holders enjoying Walk the Luau at Hale Koa Hotel**



Stay current with upcoming Blue Star Card special events by visiting our website: [www.bluestarcardshawaii.com](http://www.bluestarcardshawaii.com), or find us on Facebook! For Blue Star Card Program questions or comments, please call 655-0002 or email [Amanda.P.Montgomery@us.army.mil](mailto:Amanda.P.Montgomery@us.army.mil)



**HAWAII**



# To download Family and MWR flyers & slide presentation please go to:

[www.mwrarmyhawaii.com/downloads](http://www.mwrarmyhawaii.com/downloads)



**HAWAII**

## The Family and MWR Calendar is a great way to see upcoming events and program schedules. Easily find it on our homepage



The screenshot shows the homepage of the U.S. Army Garrison Hawaii website. The header features the U.S. Army MWR logo and the text "Family and Morale, Welfare and Recreation" and "Serving America's Army in Hawaii". Below the header is a navigation bar with links: Home, Special Events, ACS, CYSS, Rec & Leisure, Dining, Lodging, Sports & Fitness, Support Services, and Contacts. On the left side, under the "Find us" section, there is a list of links: Event Calendar, Family and MWR Calendar, Discovery magazine, Facebook, Flyer Downloads, and Signup List. The "Family and MWR Calendar" link is circled in red. Below this list is a link for "Relocating to Hawaii". The main content area features a large banner for the "Nehelani Right Arm Night" event, which is scheduled for Friday, January 21st, starting at 5:00 pm. The banner includes a description of the event and a "More..." link. At the bottom of the page, there is a search bar, a "GO" button, and a section for "Atomic Aftermath" with a date and time stamp. There are also social media icons and a link to "Our Partners".

U.S. ARMY MWR  
SOLDIERS • FAMILIES • RETIRES • CIVILIANS

Family and Morale,  
Welfare and Recreation  
Serving America's Army in Hawaii

Home | Special Events | ACS | CYSS | Rec & Leisure | Dining | Lodging | Sports & Fitness | Support Services | Contacts

Find us

- Event Calendar
- Family and MWR Calendar
- Discovery magazine
- Facebook
- Flyer Downloads
- Signup List

Relocating to Hawaii

Nehelani  
Right Arm Night

Friday, January 21st  
Starting at 5:00 pm @ Nehelani

Enjoy Fun, Food and Entertainment!  
Join us as 500th MI BDE defends their  
Right Arm Night Unit Champion title.  
Challengers come ready to compete  
for an opportunity to win \$250  
towards...

More...

search... GO

Atomic Aftermath  
Monday, 10 January 2011 19:19

Our Partners



# Child, Youth and School Services

**CYSS – Debra Blanchard 656-0093**  
**Debra.blanchsrd1@us.army.mil**



# Child, Youth & School Services (CYSS)

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## Important CYSS Events/Dates to Remember

- **Parents Night Out – 1800-2300**  
June 4, 2011 – AMR Child Development Center (CDC) and School Age Center (SAC)  
June 25, 2011 – Schofield CDC and SAC
- **Housing Care Courtesy of Island Palms – 0900-1400**  
June 18, 2011 at Schofield CDC
- **Sports Registrations:**  
None for the month of May
- **Next Super Saturday Care is July 30, 2011 at Ft Shafter CDC and Ft Shafter SAC**
- **Fitness Child Care – Hourly child care provided at Kaala Rec Center from 0800-1100, Monday thru Friday**



# Child, Youth & School Services (CYSS)

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## The EDGE Classes

- **June 6-10 – North Youth/Teen American Gladiators Challenge Arts and Crafts Program**
- **June 13-17 – North/South Teen Jr Guard Program at Richardson /AMR Pool  
North Youth Bowlopolis Program**
- **June 20-24 – North Youth, North/South Teen – Outdoor Adventure Program (Ocean Adventure, Snorkeling, IMAT, Ocean Water Games, Shoreline Fishing)**
- **June 27-30 – North Teen Outdoor Adventure Camping at Pililaau Army Recreation Center**
- **For information contact Kristine Yasuda at 655-0445**





# Fisher House

**For more information:**

**website at [www.triplerfisherhouse.com](http://www.triplerfisherhouse.com)**

**or please contact Theresa Johnson at 561-7423**

**Email: [theresa.johnson@amedd.army.mil](mailto:theresa.johnson@amedd.army.mil)**



# Hui O' Wahine

**Hui O' Wahine – Linda Payne 744-1238**

[www.huispirit.com](http://www.huispirit.com)



# Army Hawaii Family Housing (Island Palm Communities)

**Resident Hot Line:** 275-3810

Response is within 24 hrs.

POC: [vdomingo@armyhawaiiifh.com](mailto:vdomingo@armyhawaiiifh.com)

# Utilities Updates



IPC Going to Live Billing on homes built after 2006 effective July 1, 2011.

Families concerned about their electrical usage may call 1-800-569-3014 to schedule an energy audit.

## Resident Advisory Panel

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### South Region

- |                        |         |       |
|------------------------|---------|-------|
| • Aliamanu             | June 28 | 12:30 |
| • AMR Rim/Red Hill     | June 16 | 11:30 |
| • Fort Shafter/Tripler | June 10 | 12:00 |

# IPC Upcoming Events



## **Aliamanu and AMR Rim/Red Hill:**

Scrap booking, June 8 from 6–8 pm

Bingo, June 15 from 7-9 pm

**Aliamanu:** Father's of the Year Give Away – write an essay about your father or someone who has been like a father to you. Prize given on June 17.

**AMR Rim/Red Hill:** Poker night basket for Dad – update your information with the community center or answer a question in the community e-mail blast to enter. Winner will be drawn on June 17.

**Fort Shafter/Tripler:** Summer Water Safety Fair, June 9 from 8:30 am to 10 am [www.IslandPalmCommunities.com](http://www.IslandPalmCommunities.com)

# Community Activities



**Island Palm**  
**COMMUNITIES**  
A Land Lease Community

- IPC will be having a Summer Sweep Up throughout June and July. Check our website for further details.

[islandpalmcommunities.com](http://islandpalmcommunities.com)

# Construction Update



- 16 Homes received at Radar Hill on 2 May
- 2<sup>nd</sup> increment of homes expected to be received 23 June
- 120 day notice will be given to residents in the PAL section of Valley View. That area will be turned over to construction on 1 October 2011.





# **Military Child Education Coalition (Briefing Temporarily Cancelled until New School Year)**

**Military Child Education Coalition – Sabina Dooley**



# PX Market

**PX Market – Beatriz Diaz 843-1956**  
**diazbe@affes.com**

*Need something sweet with your coffee?*

## *New Individual Baked Goods*

*From Patisserie in your Deli at the Ft. Shafter Mart*



# ***Come and test your luck at the Ft. Shafter PX Mart!***

Enter to win a Golf bag by Kona Brewing Co.







# School Liaison Office

School Liaison Office – Wayne Yoshino 655-9818

[Wayne.yoshinoii@us.army.mil](mailto:Wayne.yoshinoii@us.army.mil)

## School Support Services

- School Liaison Office and SKIES Unlimited-  
Bldg 1283, 241 Hewitt Street, Schofield Barracks

### “Principal’s Award”

- \*Leilehua HS Principal Aloha Coleman named state’s best for year 2011
- \*Majority of the 1,900 student population are from Military Families
- \*Her son has served Army deployments in Iraq & Afghanistan and she understands the emotional hardships many of her students endure
- \*Principal Darrel Galera at Moanalua HS was last year’s Principal of the Year
- \*Principal Elias Ali at Radford HS received his “Doctorate in Education” at the University of Hawaii in January 2011

For more info contact: 655-9818



U.S. Army Child, Youth  
& School Services





# Red Cross

**Red Cross – Nadia Pinet-Hurtt TAMC 433-6631 1-800-733-2767**  
**[pinetn@hawaiioredcross.org](mailto:pinetn@hawaiioredcross.org) / [nadia.pinet@us.army.mil](mailto:nadia.pinet@us.army.mil)**

**Hawaii State Chapter: 1-800-733-2767**



# Tripler Army Medical Center

- TRICARE Online  
Appointments 24/7  
Visit [www.tricareonline.com](http://www.tricareonline.com) to register now!





**ARMY MEDICINE**  
Bringing Value...Inspiring Trust

# WARRIOR OHANA MEDICAL HOME

## Warrior Ohana Medical Home

A community-based primary care clinic

Located at 91-1010 Shangrila Street, Kapolei

Accepting enrollment applications from Family Members of Active Duty Army,  
Air Force and Coast Guard

Enrollment form: [www.tamc.amedd.army.mil](http://www.tamc.amedd.army.mil) ;

email to [tamc.benefits@amedd.army.mil](mailto:tamc.benefits@amedd.army.mil);

Fax : (808) 433-1379

or bring to the TAMC TRICARE Service Center, 1<sup>st</sup> floor Oceanside,  
7:30 a.m. - 4:30 p.m., Monday - Friday.

For more information, call (808) 433-5401/5402.



**ARMY MEDICINE**

Bringing Value...Inspiring Trust

# Mass School Physicals

The Department of Pediatrics will be conducting school physicals on the below dates on a walk-in-basis.



Saturdays  
June 18<sup>th</sup>, July 16<sup>th</sup>,  
and August 6<sup>th</sup>

9:00 to 2:00

Pediatrics Clinic

Tripler AMC

Hope to see you there!



## Health Care Consumer Quarterly Meeting

- Health Care Consumer Council at Tripler AMC  
June 7, 10 a.m., 10th floor conference room  
Topics: Parking Update & Men's Health Issues  
Everyone is invited to attend!  
Questions call (808)433-6336
- TRICARE Online  
Appointments 24/7  
Visit [www.tricareonline.com](http://www.tricareonline.com) to register now!



# Parking Garage Update

Going to an appointment on the Mountainside?

Use our convenient parking garage!

Newly designed patient parking areas have  
Increased availability.



- **Customer Relations Office (Patient Advocate)**

Serves as the point of contact for all compliments, suggestions and concerns regarding care and services at Tripler Army Medical Center. Located at the mountainside entrance, 4<sup>th</sup> floor G wing. Hours are 7:30 a.m. - 4:00 p.m. Monday thru Friday. For assistance; please walk in or contact us via phone at 808-433-6336 or email at [tamc.cro@amedd.army.mil](mailto:tamc.cro@amedd.army.mil)

- **Visit the Tripler home page located at**

[www.tamc.amedd.army.mil](http://www.tamc.amedd.army.mil) for up-to-date hospital information and access to a variety of service links

- Friend us on Facebook



# Tri-West

**Tri-West – Online Registration**



# TRICARE Updates

South SIM

1 June 2011



Confidential and Proprietary



# TriWest.com – Registered User

South SIM

1 June 2011

Beneficiary Services - Windows Internet Explorer

File Edit View Favorites Tools Help

http://www.triwest.com/beneficiary/default.aspx

Google

Favorites accessPI - Log In Asia Pacific Natura... BusinessWeek CBS MarketWatch ... CBSNews.com Chamber of Com...

Beneficiary Services

Page Safety Tools ?

**TRIWEST**  
HEALTHCARE ALLIANCE®

BENEFICIARY *Services*

TRICARE®

Search Our Site:  **SEARCH ▶**

HOME | HELP | FAQ | CONTACT US

FIND ▶ DOCTOR | PHARMACY | TRICARE OFFICE | MILITARY CLINIC

**SECURE LOGIN**

**MY ACCOUNT**  
Need Help Logging in?

**Register Today!**

**QUICK LINKS**

TRICARE BENEFITS  
ENROLLMENT

TODAY ON TRIWEST.COM | FRI, MAY 27, 2011

**ON A MISSION TO SERVE<sup>SM</sup>**

*"All my questions were answered, including one I didn't even know I had. Charity is a credit to TriWest."*

-Dan H., Washington, TRICARE Beneficiary

**New to the TRICARE West Region?**  
Get Started Here ▶

Stay in the Know with our eNewsletter! ▶

Your E-mail Address

Sign Up »

*In the Spotlight*

WHAT'S NEW

Local intranet 150%

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# TriWest.com – Benefits for Registered Users

South SIM

1 June 2011

Beneficiary Registration - Windows Internet Explorer

File Edit View Favorites Tools Help

http://www.triwest.com/beneficiary/registration.aspx

Google

Favorites accessPI - Log In Asia Pacific Natura... BusinessWeek CBS MarketWatch ... CBSNews.com Chamber of Com...

Beneficiary Registration

MY ACCOUNT

Need Help Logging in?

**Register Today!**

QUICK LINKS

TRICARE BENEFITS

ENROLLMENT

AUTHS/REFERRALS

CLAIMS INFO

## 5 Reasons to Register Today

- ✓ Secure 24/7 access to your TRICARE West Region healthcare information, available when and where you need it.
- ✓ Don't wait days on the mail – check your authorization or claim as soon as it's processed.
- ✓ No more filling up file cabinets or shredding old documents – go paperless and reduce your paper clutter.
- ✓ Keep an eye on expenses – setup automatic fee and premium payments, view payment history and track out-of-pocket expenses.
- ✓ Family members can have online access to their TRICARE healthcare information, too!

**Register for secure access to your TriWest account now!**

help put the **e** in **green.**

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# TriWest.com – Access to Information

South SIM

1 June 2011

Beneficiary Services - Windows Internet Explorer

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http://www.triwest.com/beneficiary/default.aspx

Google

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Beneficiary Services

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**In the Spotlight**

**Behavioral Health**  
Resources; Emotional Well-Being; Child/Adolescent Tools

**Guard & Reserve**  
Briefing Videos; Deployment Resources; Benefit Info

**Healthy Living**  
Help to Stop Smoking; Prevention Tips; Condition Management

**On a Mission to Serve**  
Real life stories of great TRICARE experiences

**WHAT'S NEW**

- 5/26/2011  
TRICARE Podcast 118: Retired Reserve, DS Logon, Children with Disabilities
- 5/26/2011  
VA Disaster Assistance: Missouri
- 5/23/2011  
TRICARE Emergency Procedures: Minnesota
- 5/23/2011  
TRICARE Emergency Procedures: Missouri
- 5/23/2011  
How Much Exercise to Stay

**POPULAR LINKS**

- Make an Appointment
- Update DEERS
- Change Primary Care Manager
- Handbooks and Brochures
- Important Contacts
- TRICARE 2 You

**Feedback**  
s important know how

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# Access to TRICARE Online

South SIM

1 June 2011

Appointment - Windows Internet Explorer

File Edit View Favorites Tools Help

http://www.triwest.com/beneficiary/appointment.aspx

Google

Favorites accessPI - Log In Asia Pacific Natura... BusinessWeek CBS MarketWatch ... CBSNews.com Chamber of Com...

Appointment

FIND DOCTOR PHARMACY TRICARE OFFICE MILITARY CLINIC

Home » Beneficiary Services » Appointment

## Book an Appointment

TRICARE Prime beneficiaries can book appointments online with a Primary Care Manager and all TRICARE beneficiaries can make certain self-referral appointments.

Follow these steps to book an appointment online:

1. Visit [TRICARE Online](#)
2. **If you have an established TRICARE Online account:** Click "Log In," enter your username and password and proceed to Step 5.  
**If you do not have an established TRICARE Online account:** Click "Register Now."  
**Note:** a TRICARE Online account is different from a TriWest.com account
3. Select "I Agree" if prompted to confirm your agreement with TRICARE Online's privacy and security policy
4. Complete all required registration fields and hit "Submit."
5. Book an appointment from your customized homepage!

If you have any questions or technical difficulties, contact TRICARE Online's Customer Service department 24 hours a day at 1-800-600-9332.

SECURE LOGIN

MY ACCOUNT  
Need Help Logging in?

Register Today!

QUICK LINKS

- TRICARE BENEFITS
- ENROLLMENT
- AUTHS/REFERRALS
- CLAIMS INFO
- FIND A FORM
- PROVIDER DIRECTORY
- CLINIC LOCATOR

Done

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# TriWest POCs

South SIM

1 June 2011

- Karl S. Kiyokawa, Vice President Hawaii Operations
  - (808) 838-7219
  - kkiyokawa@triwest.com
- Mavis Okihara, Beneficiary Education & Service Representative
  - (808) 838-7220
  - mokiara@triwest.com
- Call or email for briefings/presentations/meeting support
- Website: [www.triwest.com](http://www.triwest.com)



# June Calendar



- 6 - - North SIM – Nehelani – 0900 hrs
- 1 - - South SIM - Hale Ikena – 0900 hrs
- 10 - - Army Birthday (Training Holiday/Army Ball)
- 14 - - Flag Day
- 19 - - Fathers day





# July Calendar



- 4 - - North SIM – Nehelani – 0900 hrs
- 6 - - NO SOUTH SIM FOR JULY
- 1 - - Training Holiday
- 4 - - Independence Day



**?? Questions ??**



**Next Meeting**  
**August 3, 2011**  
**Wednesday - 9:00 AM**  
**at**

**Hale Ikena**

**Ft. Shafter, Hawaii**

**POCs:**

Mr. Leighton Siu – [leighton.siu@us.army.mil](mailto:leighton.siu@us.army.mil) – 438-0864  
SSG Erik Iwai – [erik.iwai@us.army.mil](mailto:erik.iwai@us.army.mil) - 438-1098  
SSG Emmett Haldane – [emmett.haldane@us.army.mil](mailto:emmett.haldane@us.army.mil) -438-0827